Riders' Transportation Access Group General Meeting

September 14, 2023

3:00 P.M. - 5:00 P.M.

Notification of Recording

- This virtual public meeting will be recorded. The MBTA may choose to retain and distribute the video, still images, audio, and/or transcript. By continuing attendance with this virtual public meeting, you consent to participate in a recorded event.
- If you are not comfortable being recorded, please turn off your camera, and keep your microphone muted, or you may choose to excuse yourself from the meeting.
- **Other Important Notes – (use this whether you record or not)**
  - Your microphone and webcam are automatically disabled upon entering this meeting.
  - The meeting will be open to questions and answers at the end of the formal presentation.
  - Please take time to respond to our survey! Your feedback is important.

Agenda

- Welcome & Introductions
- Zoom Directions
- RTAG Co-Chair Update – Nora Nagle
- SWA Updates - Laura Brelsford: Assistant General Manager
- SWA Feedback Session
- The RIDE Updates - Michele Stiehler: Chief of Paratransit Services
- RIDE Feedback Session
- Closing Remarks

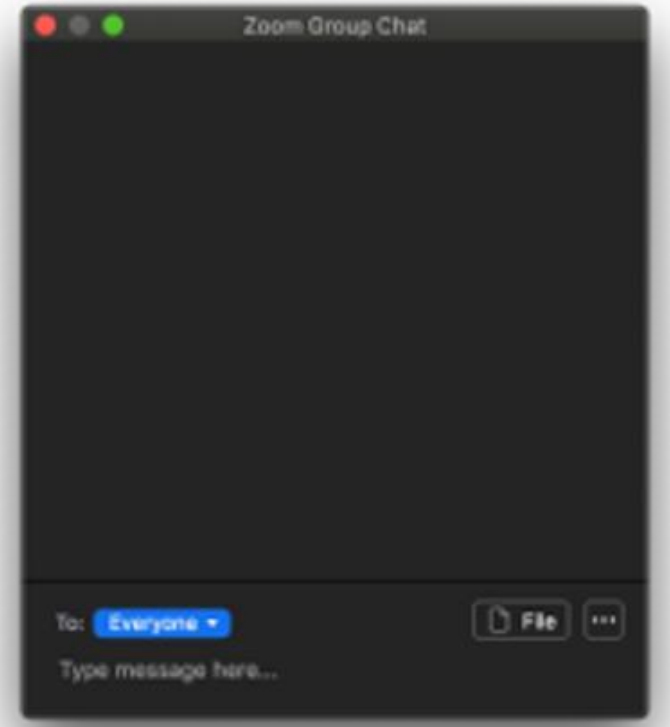
Zoom Directions: ASL Interpreter

- Our ASL Interpreters are Janice Evans and Dena Stolp
- To view their video:
  - Find the interpreter's video in the gallery
  - In the top right corner of the interpreter's video, click the ellipses
  - Then, click the "Pin Video" option. This will keep the interpreter's video on your screen

Zoom Directions: CART Captioning

- Our CART Captioner tonight is **Denise Gracia**
- To start viewing closed captioning click **Closed Caption** with the **CC** icon
- **Tip**: Click and drag the closed captioning to move its positioning in the meeting window.
- <u>To adjust the caption size:</u>
  - Click the upward arrow next to **Start Video** / **Stop Video**
  - Click **Video Settings** then **Accessibility**
  - Move the slider to adjust the caption size

Zoom Directions: Use Chat for Technical Questions



- If you have a technical question about Zoom or the features of the meeting, please use the chat function

- Our technical assistant will attempt to troubleshoot your problem and get back to you

RTAG Co-Chair Update

- Nora Nagle - RTAG Co-chair

System-Wide Accessibility Updates

- Laura Brelsford, Assistant General Manager

Upcoming Ashmont & Mattapan Surge/Diversion

- Saturday, October 14th--Sunday October 29th
- Stations will be shut down between JFK/UMass and Ashmont (Red Line) and on the Mattapan Line to allow for accelerated track repairs
- Shuttle buses will be provided during all hours of operation
- All shuttle stops and shuttle buses will be accessible (a mix of low-floor, ramp-equipped buses and coach-style buses with lifts towards the rear). A small number of accessible vans will also be on hand
- Staff will be present at all shuttle stop locations to provide assistance as needed
- Details are subject to change. For more information, visit MBTA.com over the coming weeks

Access in Motion Campaign

Goals

- Communicate that accessibility improvements benefit all MBTA riders
- Raise awareness about key accessibility policies and services
- Share the progress we've made toward System-Wide accessibility over the last 15 years and will continue to make in the future

Where you will see the campaign:

- Local newspapers
- Radio and streaming stations
- Posters and car cards on buses and trains
- Digital screens throughout the system
- Social Media
- MBTA.com/accessibility

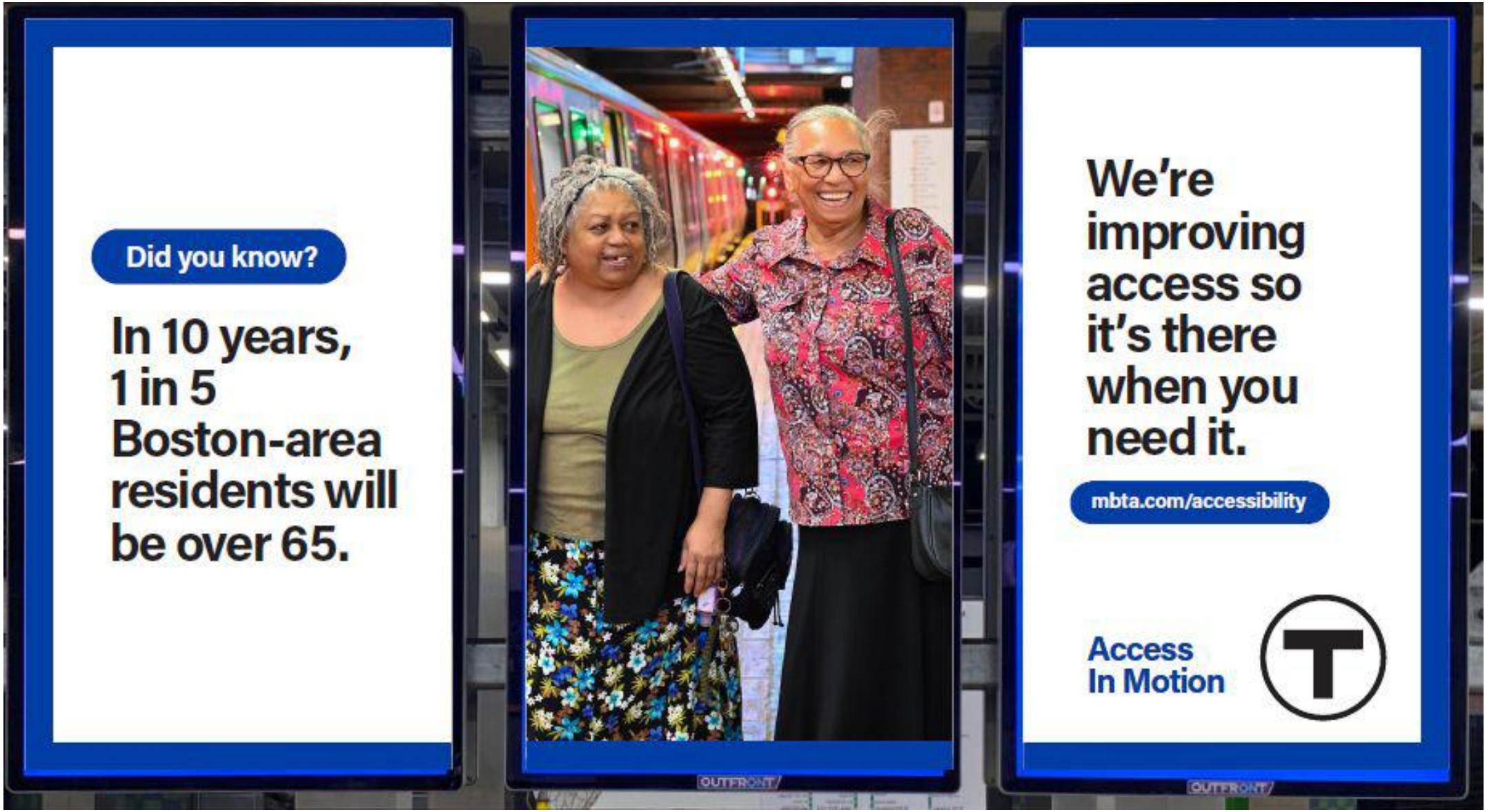
Special thanks to the Daniels-Finegold plaintiffs & RTAG Executive Board

An accessible T benefits us all.

Learn more at:

mbta.com/accessibility

Access In Motion


Did you know?
In 10 years, 1 in 5 Boston-area residents will be over 65.
OUTFRONT
We're improving access so it's there when you need it.
mbta.com/accessibility
Access In Motion
OUTFRONT

Our disabled employees and riders drive accessibility decisions at the T.

Nothing about us without us.

Access In Motion

Did you know?

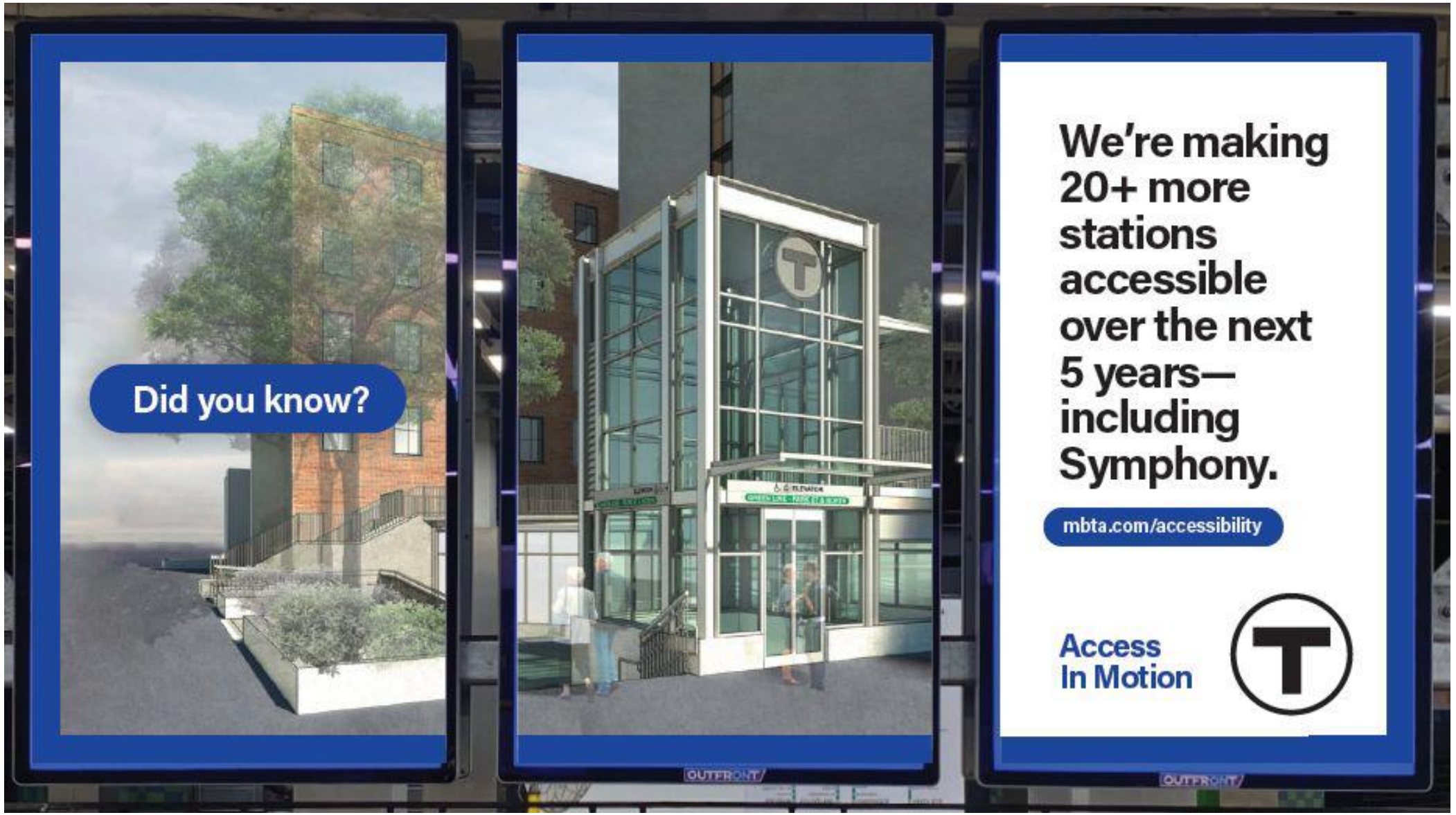
You can get elevator outage alerts sent to your phone or online:

mbta.com/elevators

Or call the Elevator/ Escalator Hotline at:

617-222-2828
(711 MassRelay)

Access In Motion

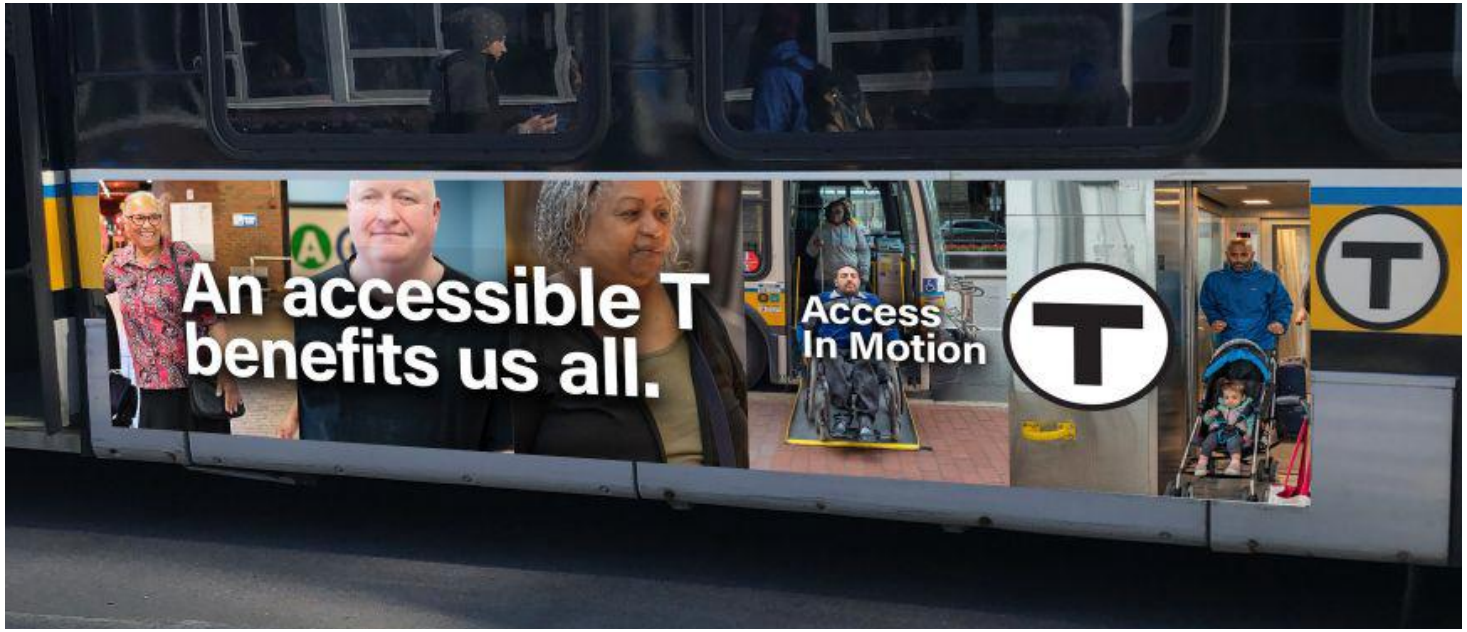

Did you know?
We're making 20+ more stations accessible over the next 5 years—including Symphony.
mbta.com/accessibility
Access In Motion
OUTFRONT
OUTFRONT

Join the Riders' Transportation Access Group.

Real input.
Real change.
Help guide accessibility at the MBTA:

mbta.com/RTAG

An accessible T benefits us all.
Access In Motion


An accessible T benefits us all.
Access In Motion

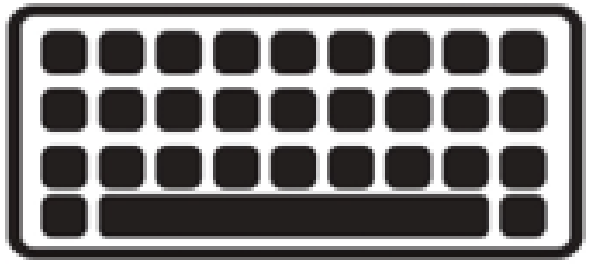
To Learn More

- **Upcoming Meetings**
  - RTAG October 19, 3 PM - 5PM (Virtual)
  - Semi-Annual Settlement Update – December 6th, 5:30 PM – 7:30 PM (Virtual)
- Mbta.com/accessibility
- **Complete Initiatives Report:** MBTA.com/swa-initiatives
- **Questions, Complaints or Commendations**
  - 617-222-3200
  - www.mbta.com click on "Support"
  - Tweet @MBTA

Questions or Comments for SWA

- To indicate that you have a question, please use Zoom's "Raise Hand" feature located at the bottom of the screen.
  - When you raise your hand, it alerts the moderator that you'd like to speak. The moderator will unmute attendees to ask questions in the order that they raised their hands.

To speak, click “Reactions” then “Raise hand”



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*9 Raise Hand
*6 to Unmute

Stay Informed on Accessibility Updates

Sign up for SWA Newsletters

www.mbta.com/SWAsignup

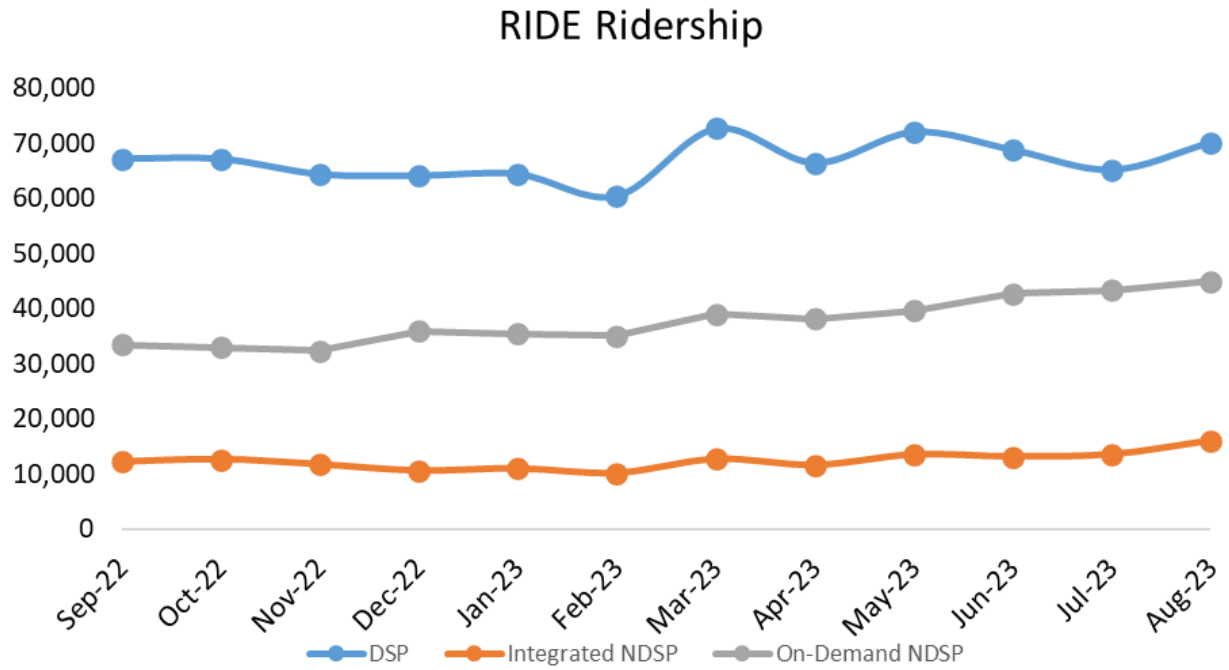
Sign up to receive Accessibility Updates

www.mbta.com/SWAsignup

The RIDE Updates

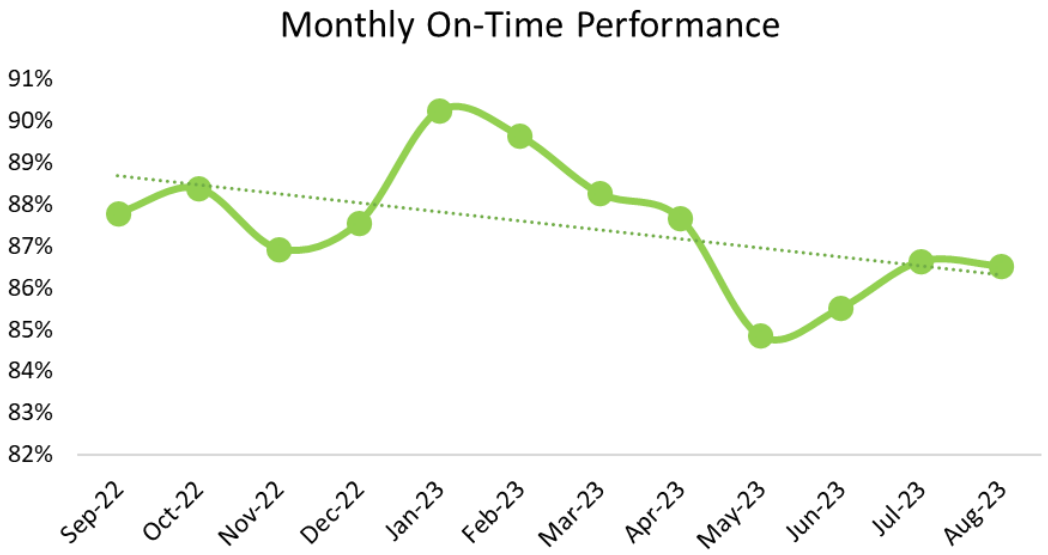
- Michele Stiehler: Chief of Paratransit Services

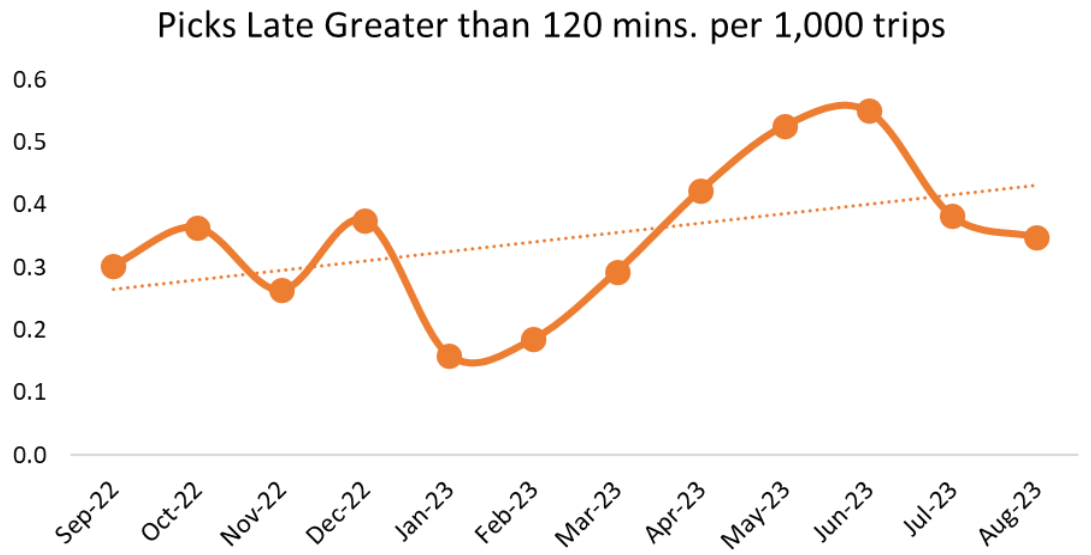
RIDE Service Update – Ridership



- August ridership increased 7.5% compared to July
- Integrated trips continue to increase with the on-boarding of Uzurv and Curb
- Ridership is up 16% year-to-date compared to the same time last year

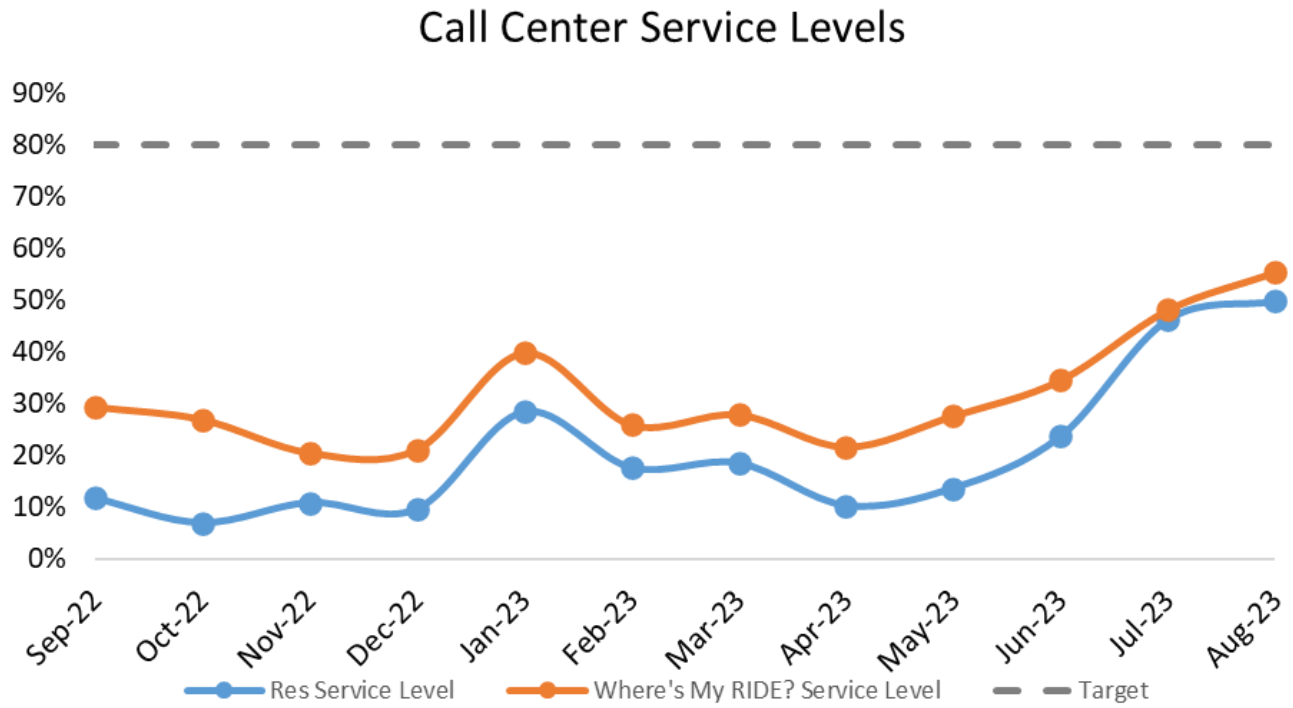
RIDE Service Update - On-Time Performance





- OTP increased over the course of the summer and the rate of trips late greater than 120 minutes dropped

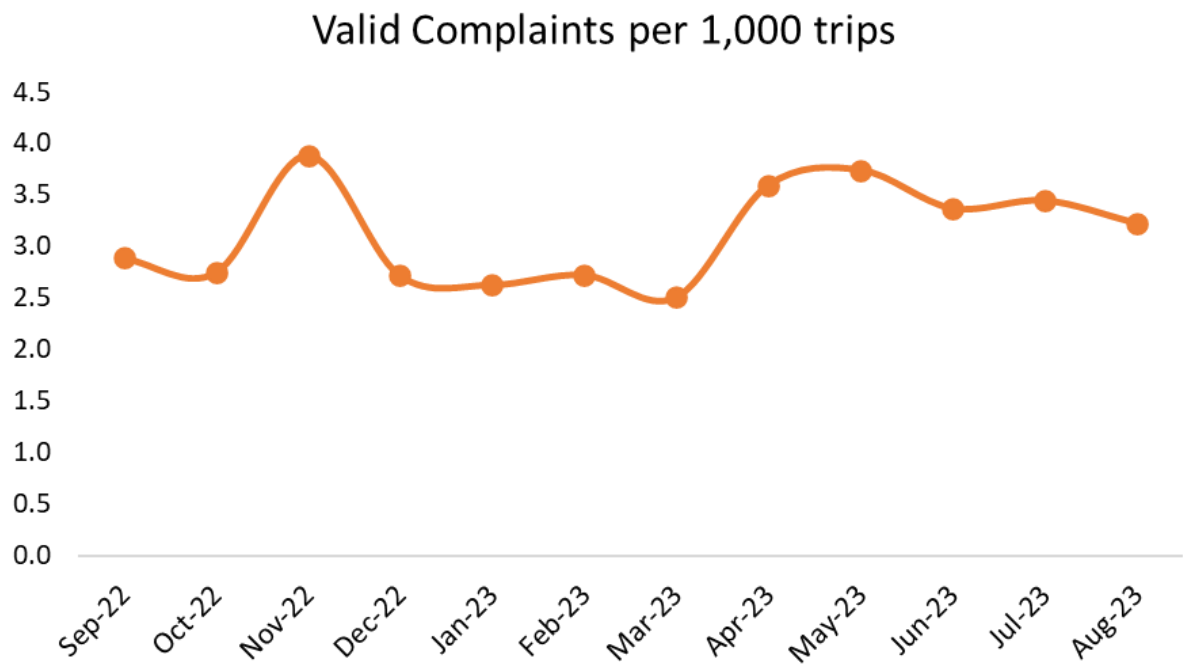
RIDE Service Update - Call Center Performance



- Call center performance improved slightly in August
- In August, ASA for reservations was 2:43 and 1:48 for Where's My RIDE calls

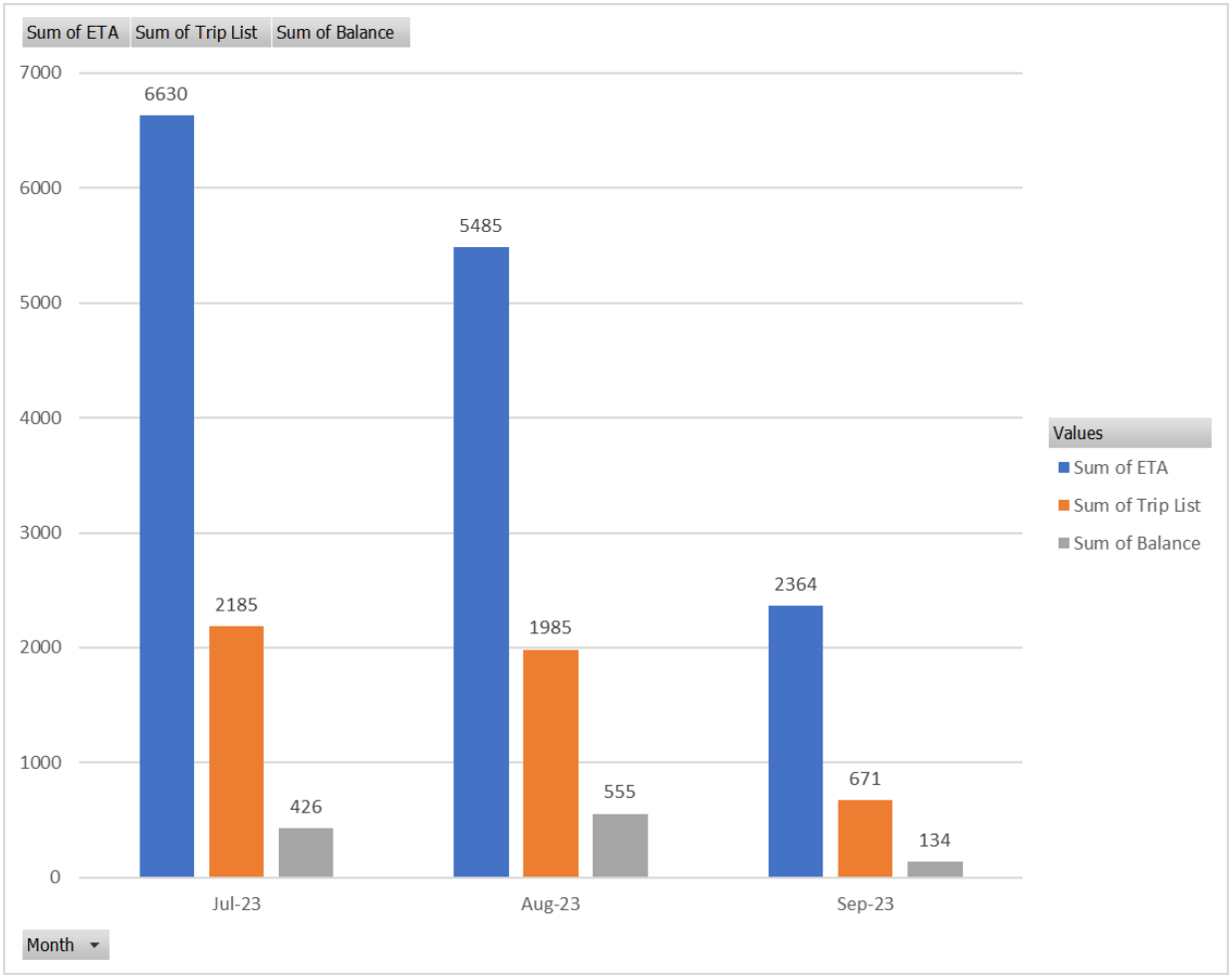
RIDE Service Update - Complaints

- The rate of complaints has trended lower since a jump up in April
- In August there were:
  - 278 complaints
  - 44 commendations
  - 262 inquiries



Self Service Texting

- Self Service texting has been fully implemented
- Customers can text in to get updated vehicle arrival times, see a list of upcoming rides, check their balance, and cancel trips.



Transportation Management Software RFP

- Live simulation run in late July
  - Evaluation of performance through August
  - Review and discussion in September
- Best Value Assessment
- Contract Award
- Implementation will be adjusted based on contract award and coordinated with winning bidder

RIDE Service Provider Update

- Increase in Dedicated Service Providers
- Vehicles will look different; service is the same
  - Uzurv
  - Curb

RIDE Organization

- FY24 headcount increased to 27 positions
- Interviews underway
  - Technical Project Manager
  - Deputy Director Operations
  - Deputy Director Contract Compliance
- Senior Customer Liaison
  - Description was modified to more accurately recruit for role
  - Position will repost

Key Contact Information

- **TRAC**: To book trips, change/cancel trips, check where your ride is, access account information, call 844-427-7433.
- You can also book, change or cancel trips and access account balances online at www.mbta.com/booktheride.
- **Mobility Center**: To update your profile information or to check on eligibility information, call 617-337-2727.
- **MBTA Call Center**: For general RIDE questions, inquires, request trip/fare histories, compliment and complaints, call 617-222-3200 or visit https://www.mbta.com/customer-support.
- **RIDE Deposits**: To add to your RIDE account, call 888-844-0355, select option 2 or visit https://commerce.mbta.com/TheRide/. Checks or money orders can also be mailed to MBTA RIDE PO Box 845097-2284 be sure to add your RIDE ID#.

Questions or Comments for the RIDE

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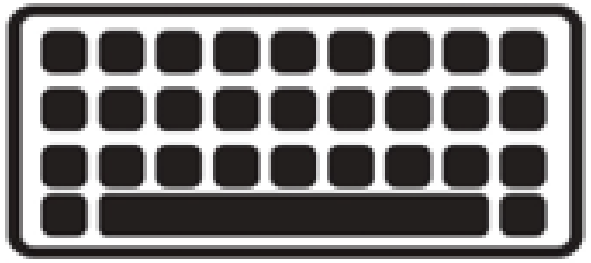

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*9 Raise Hand
*6 to Unmute

Thank You for Attending

- Our next General Member Meeting will be on Thursday, October 19, 2023 (3:00 P.M. - 5:00 P.M.)
- To sign up for RTAG Newsletters
- http://eepurl.com/hNhezH
- We will drop the link in the chat